

service, the method comprising the steps of:

creating a pool of audio prompts;

subdividing the pool into segments;

generating code to randomly select prompts from one of the segments; and

— sending the generated code to a VoiceXML interpreter.

2. (Currently Amended) A method for providing an interactive voice response service, the method comprising the steps of:

creating a pool of audio prompts;

subdividing the pool into segments, where each segment [has] includes a shuffled sequence of audio prompts;

— — — — — generating code to sequentially select prompts from one of the segments having the shuffled sequence of audio prompts; and

— sending the generated code to a VoiceXML interpreter.

---